2003 - 2004

Report on Multiculturalism

Government of British Columbia

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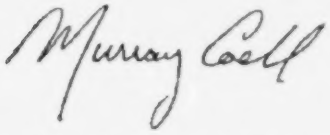
Letter to the Lieutenant Governor of the Province of British Columbia

To Her Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to Section 7(3) of the *Multiculturalism Act*, I respectfully submit the eleventh annual report on the operation of the Act. This report covers the activities for the 2003/04 fiscal year.

Respectfully submitted,



Honourable Murray Coell
Minister of Community, Aboriginal and
Women's Services

Letter to the Minister

Honourable Murray Coell
Minister of Community, Aboriginal and
Women's Services

Honourable Minister:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2003/2004*. This report documents the activities of the Government of British Columbia, and Crown in support of the *Multiculturalism Act* for 2003/04.

Yours truly,

Gerry Armstrong
Deputy Minister
Ministry of Community, Aboriginal and
Women's Services

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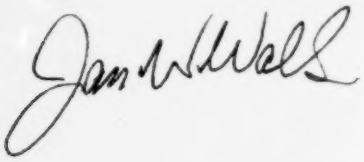
Multicultural Advisory Council

SUMMARY REPORT: OCTOBER 2003 – MARCH 2004

March, 2004

It has been less than a year since we were invited to constitute the current Multicultural Advisory Council, and it has been a pleasure to take part in the increasingly important discourse on the meaning of good citizenship in a diversity-rich province such as our own. We have discussed the various meanings of unity and diversity in multicultural British Columbia, and look forward to extending our best counsel and advice to the Minister on how best to achieve and maintain the precious balance between uniqueness and commonality, diversity and harmony in our great province. I would like to acknowledge the contributions that Council members have provided to the Advisory Council since its formation last fall. Council members have conscientiously shared valuable insights and experiences in our discussions on promoting multiculturalism and anti-racism in British Columbia. The duties of the chair have been ably assisted by Vice-Chair John Halani, whose insights, drawn from his experience on the previous Council, have been invaluable. Thanks also to the Anti-racism and Multiculturalism Unit, Settlement and Multiculturalism Branch of the Ministry of Community, Aboriginal, and Women's Services for their very efficient and thoughtful administrative assistance.



Jan Walls, Chair

MEMBERS OF THE MULTICULTURAL ADVISORY COUNCIL FOR 2003-2004:

Mahmood Awan, Richmond
Mary Elizabeth Chen, Prince George
Johanne Dumas, Maple Ridge
Johnny Fong, West Vancouver
Randy Garg, Vancouver
John Halani, Vancouver, Vice-Chair
Debra Hoggan, White Rock
Dennis Hori, Kamloops
David Lai, Victoria
Edmond Luke, Vancouver
Jeannette MacKay, Burnaby
Pamela McKenzie, Kaslo
Malkit Mutti, Burnaby
Laird Ruehlen, Campbell River
Gurdip Singh Sahota, Surrey
Jatinder Sidhu, Abbotsford
Jan Walls, Vancouver, Chair
Mark Wexler, Vancouver

Multicultural Advisory Council

MEETINGS

Chair and Vice Chair made an introductory visit to former Minister George Abbott on November 27, 2003. We familiarized ourselves with the Minister's vision of needs and priorities, and our own thoughts on how the Council might be drawn upon most effectively.

The Multiculturalism Advisory Council held its inaugural orientation meeting at the South Vancouver Neighborhood House on January 30, 2004. Members of the new Council were introduced to each other, and to former Minister of State Gulzar Cheema, who gave Council an overview of its role, and of his expectations regarding our contribution as advisors on multicultural and anti-racism issues. We were given an overview, by former Assistant Deputy Minister Prad Khare, of the Multiculturalism Act, the role of Settlement and Multiculturalism Branch and its programs, and an introduction to the "Working Document Towards a Strategic Framework for Action." Council members also discussed their roles, responsibilities and expectations for their term. Following our first meeting, Chair and several council members made media appearances and accepted press interviews on the Council, its structure and potential contributions to the on-going dialogue with and between multicultural communities.

Council held its second meeting on March 26, 2004 at the Morris J. Wosk Centre for Dialogue in downtown Vancouver. Council reviewed and finalized their Terms of Reference, reviewed past Council activities, and provided their recommendations to the "Strategic Framework for Action." Council is nearing completion of its discussion on the "Strategic Framework for Action," which involves a broadly based consensus on issues that are both broad and fundamental, as well as general agreement on the meanings and connotations of terms that are in general use in the discourse on multiculturalism and anti-racism.

Once the "Strategic Framework for Action" is finalized and submitted to the Minister for approval, Council will focus on bringing the various sectors of BC society on board to work towards implementing its vision.

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Ministry of Advanced Education

MANDATE

The Ministry of Advanced Education (AVED) provides leadership and support for a top-notch advanced education and training system that provides all British Columbians with opportunities to develop the skills and knowledge they need to live productive and fulfilling lives, and to contribute to the changing economic, social, and cultural life of the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

AVED welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- A strategic objective of the AVED Human Resource Management Plan is to "sustain efforts to develop a workforce that recognizes the diversity of the B.C. population." This is provided through training opportunities, and a welcoming, diverse work environment.
- Proposals for new non-degree programs are expected to include a description of how the curriculum reflects diversity, accessibility to equity groups, and provide students with an awareness of and an ability to operate in an international context.
- The Ministry's intergovernmental relations policy incorporates equity principles for underrepresented groups, which has been applied in plans for new immigrants and Aboriginal people.

HIGHLIGHTS OF INITIATIVES

English as a Second Language Programs (ESL)

Sixteen public post-secondary institutions offer ESL programs that range from ESL Literacy for learners who have low literacy skills in their first language, to English for Academic Purposes, which fosters the language skills necessary to enter academic, technology, career and vocational programs. English for Work programs are designed to assist learners in achieving their employability and workplace goals. Some courses integrate language skills with job specific skills for a variety of occupations.

Aboriginal Post-Secondary Education

AVED is updating the Aboriginal Post-Secondary Education and Training Policy Framework which outlines AVED's approach to enhancing educational opportunities for Aboriginal people through a coordinated approach with Aboriginal communities/organizations, post-secondary institutions, other ministries and the Federal Government. AVED along with BC Stats and other ministries developed labour market information that focused on a range of provincial labour force statistics directly related to Aboriginal people to support better program planning and decision-making and provision of career and labour market information for aboriginal people. Through Aboriginal Special Projects Funding, AVED provides support to public post-secondary institutions, to promote relevant, quality educational programs and support activities for Aboriginal learners. A key performance measure of AVED's 2004/05 Service Plan is to increase the number of public post-secondary student population that is aboriginal.

International Credential Evaluation Service (ICES)

ICES provides educational evaluation assessments of foreign-earned credentials, allowing individuals educated outside of Canada to receive the appropriate recognition for their education, in order to pursue their career goals. The transition of ICES from the Open Learning Agency to the British Columbia Institute of Technology (BCIT) as its new host institution is expected to be complete by May 2004.

Human Resources

The Strategic Human Resources Branch works closely with Learning Services to ensure that staff training and development reflect the diversity of government's workforce through course offerings in Aboriginal Cultural Awareness, Culturally Responsive Service Delivery, Discrimination Prevention (train-the-trainer) and Valuing and Welcoming Diversity in the Workplace. Ministry staff continues to participate in diversity training designed to address systemic workplace issues and bring about sensitivity and awareness about other cultures.

Ministry of Advanced Education

and language groups, including issues related to each Ministry's mandate.

Industry Training

BC's responsibilities as a signatory to the Agreement on Internal Trade include working with other provincial and territorial governments to reduce barriers to labour mobility, including the review and assessment of foreign credentials. AVED works collaboratively with a broad range of governmental and non-governmental stakeholders in BC to develop strategies that will ensure increased employment access for skilled immigrants, including initiatives under the Province's new Industry Training Authority, an agency responsible for Industry and Apprenticeship Training.

Governance, Legislation and Intergovernmental Relations Branch

Ensure that policies and legislation produced by AVED are consistent with the principles and objectives of multiculturalism. International Education helps coordinate BC's international education connections, mindful of the 20,180 international students studying at BC's public post-secondary institutes. AVED welcomes international delegations to share program knowledge on BC's educational systems.

Labour Market Information

Has responsibility for producing career and labour market information products to assist British Columbians and newcomers in career exploration, post-secondary program selection and transition into the work place. Work Futures for Entry Level Jobs, produced jointly between the province of BC and the Federal Government (HRDC) is particularly relevant to people with lower literacy skills including some who have English as a second language. Work Futures products provide information about occupations and their employment prospects.

Ministry of Agriculture, Food and Fisheries

MANDATE

The primary focus of the Ministry is to help the agriculture, food and fisheries sectors prosper and contribute to the B.C. economy while delivering high-quality and safe products to consumers within a context of environmental sustainablility

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Agriculture, Food and Fisheries maintains its commitment to multiculturalism by ensuring government policies on multiculturalism are made available to staff in conducting programs.
- The Ministry distributes materials promoting diversity, and offering training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- The Ministry routinely solicits input from its client communities to ensure that the programs and services offered were responsive to their specific needs.
- The first Value in the Ministry Service Plan states that the Ministry will conduct business based on trust, integrity, flexibility, innovation, social equity, and equality of opportunity.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Distribution of materials promoting diversity.
- Provide training opportunities for staff to build understanding and appreciation of cultural diversity and the elimination of racism.
- Ensure recruitment practices consider merit-based qualifications, experience and expertise regardless of ethnicity, culture or disabilities.

- The first Value in the Ministry Service Plan states that the Ministry will conduct business based on trust, integrity, flexibility, innovation, social equity, and equality of opportunity.

HIGHLIGHTS OF INITIATIVES

- Information on programs and services are available in print and increasingly in electronic form to maximize access to the widest possible range of clients.
- In response to the needs of their communities, the Ministry develops plain-English publications and, where appropriate, translations of fact sheets and newsletters into other languages to ensure clear understanding and access to technical information.
- First Nations: The Ministry continued programs to increase the capacity of First Nations to support training and skill development, achieve joint ventures with private organizations and partially fund First Nations agriculture, food and fisheries development initiatives.
- Youth: The Ministry continued its long-standing involvement with the 4-H movement in educating young people toward successful entrepreneurship and leadership roles in their communities as adults.

Ministry of Attorney General

MANDATE

The Attorney General and his Ministry have overall responsibility for the administration of justice in British Columbia, as well as for the negotiation and implementation of treaties and other agreements with First Nations. The Attorney General has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. The Attorney General is also the Minister responsible for human rights in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Attorney General works continuously to update and improve Ministry programs to ensure they are delivered equitably and in a way which reflects multicultural sensitivity. The Ministry's Executive leads in the commitment to multiculturalism. Branch Heads, together with the Policy, Planning and Legislation Branch, which serves both the Ministries of Attorney General and Public Safety and Solicitor General, ensure that legislation and policies developed, and programs delivered, by the Ministry are consistent with the principles and objectives of the Multiculturalism Act.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The General Executive Committee, chaired by the Deputy Attorney General, is responsible for overall management. Matters relevant to multiculturalism may be raised before this Committee so that a coordinated response can be developed. In addition, Branch managers coordinate their various multiculturalism initiatives.

HIGHLIGHTS OF INITIATIVES

Policy, Planning and Legislation Branch

The Policy, Planning and Legislation Branch contracts with the Human Rights Coalition to provide a program of education on human rights protections under the Human Rights Code. Educational sessions and workshops have been provided to a variety of ethnic and cultural groups and immigrant serving agencies as well as employers, trade unions and others. The Branch is also responsible for preparing reports on provincial compliance with United Nations human rights treaties.

Justice Services Branch

Justice Services Branch provides funding to the Legal Services Society, Law Courts Education Society and the Peoples' Law School for the provision of Public Legal Education and Information (PLEI). The PLEI services that support multiculturalism include the translation of selected PLEI pamphlets into a variety of languages, such as: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish; provision of PLEI via the ethno-cultural media; and information tailored for First Nations.

Criminal Justice Branch

The Criminal Justice Branch supports and works with aboriginal communities to develop restorative justice programs and provides training to Crown Counsel on aboriginal history, background and justice issues.

The British Columbia Hate Crime Team, the only provincial hate crime team in Canada, continued with its mandate to ensure the effective identification, investigation and prosecution of crimes motivated by bias, prejudice and hate.

Court Services Branch

A "Communication Forum" was hosted by the Aboriginal Justice Learning Network, Justice Canada, Native Court workers and Counselling Association of British Columbia, Aboriginal Programs & Services, Justice Institute of British Columbia, co-hosted by Access to Justice, Nisga'a Lisims Government in New Aiyansh. This was about "Building Relationships" and alternatives to court.

The Sheriffs in Cranbrook were invited to take part in a Aboriginal "smudging" ceremony arranged through the Aboriginal court worker. "Smudging" is the burning of certain herbs to create a cleansing smoke bath, which is used to purify people. Ceremonial tools and objects, e.g. an eagle feather, were used during the ceremony. Although differing cultures and people have their own methods and herbal mixtures for this purpose, the members of the Ktunaxa Kinbasket Tribal Council used sage, cedar, juniper, lavender and sweet grass. Pure tobacco is also commonly used by some Plains tribes, and

Ministry of Attorney General

Northern tribes.

All staff that participated expressed that it was a very positive and educational experience.

Treaty Negotiations Office

The Treaty Negotiations Office (TNO) manages ongoing negotiations at 45 negotiating tables. It facilitated the signing of a Protocol Respecting the Government to Government Relationship between the First Nations Summit and the Province of British Columbia, on September 17, 2003. Ongoing reconciliation initiatives are occurring under this Protocol. Funding of $9.15 M was provided in fiscal 2003/04 in support of First Nations economic development initiatives designed to increase Aboriginal involvement in the economy. The TNO has the ongoing lead/participation in accommodation initiatives and treaty negotiations, and ongoing implementation of existing Agreements, including:

- Nisga'a Final Agreement,
- McLeod Lake Adhesion Agreement, and
- Legacy Agreement Between the Squamish and Lil'Wat Nations, the Vancouver 2010 Bid Corporation and the Province of British Columbia.

As part of an ongoing effort to build relationships with First Nations, Minister Plant participated in over 25 meetings and events with First Nations throughout BC in 2003/2004, including treaty signings of four Agreements-in-Principle, economic development projects, and other protocols. As part of this, Minister Plant undertook a 14 community tour to visit First Nations, local governments, and business groups to discuss the benefits of treaty negotiations with First Nations. The Treaty Negotiations Office puts a significant focus on providing public information about treaty negotiations and related Aboriginal issues to the public, including the preparation of public materials on treaties and maintenance of informational web site that has details on most First Nations in British Columbia.

Ministry of Community, Aboriginal and Women's Services

MANDATE

The mandate of the Ministry is to support safe and healthy communities by establishing appropriate legislative, regulatory and policy frameworks; promoting and protecting the Province's interests by funding performance-based services for communities; and delivering innovative services through e-government and third-party service providers.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry recognizes that there are definite social, cultural and economic benefits associated with multiculturalism. More specifically, by providing for the respect and acceptance of the cultural heritage of all British Columbians, multiculturalism promotes cross-cultural understanding, and actively builds bridges and partnerships among diverse communities and institutions. Further, it promotes the elimination of racism and discrimination, as well as the right of all citizens to fully and freely participate in the social, cultural, economic, and political life of the province. Finally, it aims to eliminate unfair barriers for greater equity opportunity.

The Ministry of Community, Aboriginal and Women's Services remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life for British Columbians, and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the Ministry in every aspect of program development and service delivery.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Through the promotion of one of B.C.'s most valuable assets, our increasing cultural diversity, the Aboriginal, Multiculturalism and Immigration Programs Department took a leadership role in maximizing the community-based and public sector growth potential. The Department stewarded organizational development, supported anti-racism programs, developed strategies to affect change for Aboriginal communities, and enhanced private sector growth. This was achieved through partnerships with regional and Aboriginal communities, ministries, Crown corporations, non-government organizations, federal and municipal governments, and the private sector.

HIGHLIGHTS OF INITIATIVES

Aboriginal, Multiculturalism and Immigration Programs Department

Under the B.C. Anti-racism and Multiculturalism Program (BCAMP), 31 projects were funded to prevent and eliminate racism by enhancing community understanding of multiculturalism and cultural diversity. Projects included the implementation of cross-cultural and anti-racism leadership training for youth in Abbotsford, North Vancouver, Kamloops, Kelowna, Cranbrook, Prince George, Duncan and Campbell River; the coordination of city-wide campaigns against racism in Kamloops and Grand Forks; the organization of anti-racism conferences and forums in Kelowna, Mission, Vancouver and Victoria; and the development of multiculturalism and anti-racism educational workshops, handbooks and web site resources for communities across the province.

A total of 16 communities were engaged in the Critical Incident Response Model, a three-year, three-step process for communities to build capacity and to develop formal community protocols to respond effectively to racism and hate activity. The following communities entered the model at various steps: Burns Lake, Fernie, Port Alberni, Vernon, Fort St. John, Masset, Port Hardy, Merritt, Nanaimo, Prince Rupert, Abbotsford, Quesnel, Campbell River, Cranbrook, Terrace and Kamloops.

A new 18 member Multicultural Advisory Council was appointed to advise the Minister on issues related to multiculturalism and anti-racism across the province. The Council's inaugural meeting was held in January 2004. The Settlement and Multiculturalism Branch provides secretariat support to this Council.

Community Services and Culture Department

The Ministry's Heritage Programs Branch supported multiculturalism in several ways:

- hosted an Annual Moon festival to reflect part of the Chinese element of Barkerville's cultural heritage, attended by over 700 people every year;

Ministry of Community, Aboriginal and Women's Services

- liaised with various groups and individuals interested in researching various aspects of their culture, because the branch has one of the most extensive archival repositories in British Columbia;
- worked with the Sto:lo First Nation towards a long-term management agreement for Xa:ytem, a longhouse interpretive centre near Mission, where the Sto:lo Nation's spiritual and cultural heritage is preserved and promoted.

Local Government Department

The Local Government Department provided funding to the Community to Community Forum Program, a joint venture of the Union of B.C. Municipalities and First Nations Summit. The program provides financial and in-kind assistance to promote and support relationship-building activities between local governments and First Nations. These activities range from opportunities to discuss local initiatives and developments, to enhancing and strengthening inter-community communication, to workshops focused on outcomes such as protocols for regional cooperation. The program supported 37 events and involved 45 local governments and 46 First Nations in 2003-04.

Olympic Bid, Community Initiatives and Vancouver Agreement Department

Building on a workshop delivered in the previous fiscal year and on work carried out by the City of Vancouver's Chinatown Revitalization Committee, the Community Initiatives and Vancouver Agreement Branch delivered a series of workshops to help the Chinatown community appreciate the importance of promoting cross-cultural understanding and how the community as a whole can benefit from it. The workshops focused on the cultural, economic and social benefits associated with a diversified Chinatown and how these benefits contribute toward a general state of readiness for a revitalized Downtown Eastside.

Women's Services and Child Care Department

Westcoast Child Care Services – a non-profit agency funded by the Ministry, provided translation services and developed/distributed materials in a variety of languages, and provided resources and training to promote multicultural, anti-racist and anti-bias child care programs, child care and child rearing.

Child Care Resource Centre and Referral Programs: provided training in various languages for care providers and parents; culturally targeted activity kits; employed multilingual staff to assist parents and caregivers; provided resource materials in various languages, liaised with Aboriginal bands regarding child care programming needs, and supported community activities through the involvement on ethno-cultural communities and multicultural advisory boards.

The Stopping the Violence Branch funded multicultural services in women's centres and transition house programs, which included safe homes and second-stage housing, and in counselling programs for women who have experienced abuse and children who have witnessed abuse.

Ministry of Education

MANDATE:

- The Ministry's mandate is articulated in the Statement of Education Policy Order: The purpose of the British Columbia school system is to enable all learners to develop their individual potential and to acquire the knowledge, skills and attitudes needed to contribute to a healthy, democratic and pluralistic society and a prosperous and sustainable economy.
- The Ministry's goals, as described in its 2002-03 Service Plan, are (1) improved student achievement and (2) a high quality performance-oriented education system.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM:

Key Policies Include:

- *Diversity in BC Schools. A Framework*
  www.bced.gov.bc.ca/diversity/diversity_framework.pdf
- *English as a Second Language Policy, 1999*
  www.bced.gov.bc.ca/esl/
- *English as a Second Language Standards, 2001*
  www.bced.gov.bc.ca/esl/standards.pdf
- *BC Performance Standards for Social Responsibility*
  www.bced.gov.bc.ca/perf_stands
- *Safe, Caring and Orderly Schools: A Guide (2004)*
  www.bced.gov.bc.ca/sco/
- *Call it Safe: A parent guide for dealing with bullying in elementary schools (2003) is available in Chinese Simplified, Chinese Traditional, English, French, Korean and Punjabi.*
  www.bced.gov.bc.ca/sco
- *Call it Safe: A parent guide for dealing with harassment and intimidation in secondary schools (2003) is available in Chinese Simplified, Chinese Traditional, English, French, Korean and Punjabi.*
  www.bced.gov.bc.ca/sco
- *Funding: English as a Second Language*
  www.bced.gov.bc.ca/policy/policies/funding_esl.htm
- *Funding: Aboriginal Education*
  www.bced.gov.bc.ca/policy/policies/funding_abed.htm

Key Structures Include:

- *Accountability mechanisms: Accountability Contracts, Annual School Plans, Foundation Skills Assessment Results, Satisfaction Surveys*
  www.gov.bc.ca/bced
- *Aboriginal Education Enhancements Branch*
  www.bced.gov.bc.ca/abed
- *Aboriginal Education Enhancement Agreements*
  www.bced.gov.bc.ca/abed/agreements
- Language Education Policy: designed to be an integral part of the Kindergarten to Grade 12 Education Plan and to recognize the official languages of Canada and the growing number of other languages spoken by British Columbians.
  www.bced.gov.bc.ca/policy/policies/language_educ.htm
- Standards Department, Diversity and Equity Unit: Safe, Caring and Orderly Schools
  www.bced.gov.bc.ca/sco

HIGHLIGHTS OF INITIATIVES

Standards

- The Languages 5 to 12 Template Development Package is provided by the Ministry to assist school districts and communities in developing second language programs. It guides developers through the process of producing Integrated Resource Packages (IRPs), which guide instruction and assessment in second language courses. The template has now been used to develop nine second language offerings; two of these address Arabic and Italian languages and the other seven address Aboriginal languages: Heiltsuk, Secwepemctsin, Okanagan, Sm'algyax, Sm'algaxxhl Nisga'a, Upper St'at'imcets and Shashishalhem.
- The Ministry developed a BC First Nations Studies Student Textbook and Teacher Guide, creating comprehensive student and teacher resources that support the British Columbia First Nations Studies 12 curriculum. This resource covers the majority of the prescribed learning outcomes and also allows for the integration of local content. It tells the history of the BC First Nations and Metis people with objectivity, from an Aboriginal perspective and in their own voices.

Ministry of Education

- The Ministry produced a new teacher resource entitled BC First Nations Studies 12 Digital Video Project. This resource was created to support and encourage teachers and students to focus on the richness and diversity of Aboriginal cultures, communities and languages through the medium of digital video, within the structure of the BC First Nations Studies 12 curriculum. More information is available at: www.bced.gov.bc.ca/branches/pser/aboutbcfns.pdf

In June 2003 an MLA Task Force on School Safety, formed in 2002 to examine school safety, submitted the report Facing Our Fears — Accepting Responsibility. www.safeschoolstaskforce.bc.ca

Three recommendations outlined in the report called for action on the part of the Ministry of Education and have led to the BC Safe Schools Strategy:

1 Safe, Caring and Orderly Schools: A Guide describes the vision for schools toward which school boards, schools and school communities across British Columbia must continually strive. This publication has been distributed to all schools in the province. The guide provides provincial standards for codes of conduct and identifies attributes of safe, caring and orderly schools. It also outlines strategies for informing appropriate members of the school community of safety concerns in a timely manner.
www.bced.gov.bc.ca/sco

2 Diversity in BC Schools: A Framework was designed to assist school boards and schools in their ongoing efforts to create and maintain learning and working environments that are responsive to the diverse social and cultural needs of the communities they serve. It was revised and distributed to schools in April 2004 as a companion to Safe Caring and Orderly Schools: A Guide. The diversity home page on the Ministry's Web site has also been updated.
www.bced.gov.bc.ca/diversity

3 Two popular publications for parents — Call it Safe: A parent guide for dealing with bullying in elementary schools and Call it Safe: A parent guide for dealing with harassment and intimidation in secondary schools (2003) — are now accessible via the Internet in several languages, including Chinese Simplified, Chinese Traditional, English, French, Korean and Punjabi.
www.bced.gov.bc.ca/sco

Funding

- In 2003/04, $59.86 million was provided as part of "block" funding to school boards for 54,422 students who required support in their acquisition of English as a second language.
- $45.07 million was provided as part of "block" funding to school boards for 47,440 Aboriginal students enrolled in Aboriginal Education programs. The funds are used to support Aboriginal language and culture programs, Aboriginal support service programs and other localized Aboriginal education programs.

Accountability

- Nearly 10 percent of the British Columbia public school population is English as a Second Language (ESL) students. These students come from a diversity of backgrounds: Most are recent immigrants to British Columbia; some are Canadian born but enter school having had varying degrees of exposure to the language and cultural norms of the majority of English speaking Canadians. In 2002/03 the BC Certificate of Graduation (Dogwood) completion rate for ESL students in public schools was higher than for their non-ESL peers. This completion rate for ESL students continues a trend that began in 1997/98.
- During 2003/04 the Ministry focused on establishing Aboriginal Enhancement Agreements that support strong, cooperative relationships between Aboriginal communities and school districts. As of May 2004, 11 Aboriginal Enhancement Agreements have been signed and Enhancement Agreements are in the development stage in 30 other school districts. The Ministry's goal is to have Enhancement Agreements in progress in all 60 school districts by 2005.
- The 2003 report How Are We Doing indicated that Aboriginal students are steadily improving their academic performance, although there is more work to be done.
www.bced.gov.bc.ca/abed/

Ministry of Energy and Mines

MANDATE

The Ministry of Energy and Mines promotes British Columbia's energy and mining investment opportunities, and fosters a competitive investment climate, which encourages responsible development of energy and mining resources, supports job creation, and ensures environmental protection and public and worker health and safety.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Aboriginal Relations Branch works to enhance aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives, providing First Nations access to training and education programs, industry forums and increasing capacity for participating in land use decisions.
- Public consultation forums conducted to provide input into ministry policies, programs and decisions are designed to welcome and encourage the participation of all interested citizens.
- The Electricity and Alternative Energy Division are active in assisting First Nation communities that are not connected to an established power grid, explore alternatives to their energy needs. The work here extends from broad "remote community" energy policy to assisting individual communities to develop community energy plans, incorporating both alternative energy and energy efficiency opportunities.

HIGHLIGHTS OF INITIATIVES

- Secured complimentary participation for First Nations at Kamloops Exploration Group Conference (KEG).
- Negotiated an information sharing/relationship building protocol with Ts'kw'aylaxw First Nation.
- Conducted a number of coalbed gas information and business sessions for First Nations.
- Continued to monitor the implementation of First Nations Economic Measures Fund Projects, including those with: Treaty 8, Gitksan and Ktunaxa Kinbasket Tribal Council.
- Provided economic resources to encourage development of partnerships between First Nations and the Oil and Gas Sector (eg: Upper Similkameen Indian Band).

Ministry of Finance

MANDATE

The Ministry of Finance plays a key role in establishing, implementing and reviewing government's economic, fiscal and taxation policies. The Ministry provides a variety of functions and activities including banking, accounting, financial and economic reporting, risk and debt management, capital project oversight, regulating the financial and real estate sectors, and serving as the registrar of corporate entities, personal property and manufactured homes. Through the Public Sector Employers' Council, which is chaired by the Minister of Finance, the Ministry also helps to co-ordinate labour relations policies and practices across the public sector.

The Ministry's clients include Treasury Board, Cabinet, Government Caucus Committees, ministries, agencies, boards, commissions, Crown corporations, businesses, investors and financial-sector agencies. Through its support of the government's New Era commitments, the Ministry also broadly serves the people of British Columbia.

In its role as manager of government's fiscal and economic policy, the Ministry of Finance assists other ministries in providing multicultural programs and services to British Columbians. The Ministry does not provide such programs directly, but rather supports them through the budget process.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Valuing diversity and differences of opinion is critical in our Ministry's intent to build a strong and capable organization.
- The Ministry strives to be an employer of choice and attract people from all segments of society to ensure that it has commensurate talents to meet its goals.
- The values of the Ministry include innovation by exploring new partnerships and ideas about how we do our business and to make strategic investments in people who are from all cultures.
- The Ministry is committed to a work environment, which is free of discrimination.
- The Ministry promotes and participates in Multiculturalism related activities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Finance is committed to diversity, including multiculturalism, and abides by policies and standards of conduct that support a respectful workplace for employees. The Ministry also encourages and promotes equal opportunity in hiring and promotional practices and partnerships with local community stakeholders.
- The Ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and strives to improve ministry programs and services to ensure they are sensitive to the multicultural reality of the province.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of communication activities, including publications, advertising and media relations.

HIGHLIGHTS OF INITIATIVES

Recruitment and Selection

- The Ministry utilizes competencies in our hiring practices, which enable the Ministry to recognize diversity and multiculturalism as a strategic priority in the recruitment and selection of employees.

Training and Education

- Employees are encouraged to participate in diversity/ multiculturalism activities and training courses.
- Various outreach recruitment initiatives are made known to British Columbians from different cultural backgrounds by posting out of service competitions.
- Ministry staff attended career fairs, where participants and students were from various cultural backgrounds.
- Employee Performance and Development Plans are completed for Ministry of Finance employees and training and development opportunities allocated on a fair and equitable basis.

Other activities

- Various potluck luncheons show-casing ethnic foods from around the world were organized.
- Flags and ethnic attire were displayed at some events.
- Brochures and informational materials relevant to multicultural events taking place in the community are displayed on a regular basis and also available to employees through accessing the respective web site.

Ministry of Health Services

MANDATE

The Ministry of Health Services provides funding to health authorities, health care providers and other partners for health service delivery and provides a framework for evaluating health system performance. The Ministry also administers BC's PharmaCare, Medical Services Plan, and Ambulance Service, as well as providing corporate support services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health Services is committed to building a sustainable, patient-centred, public health care system to meet British Columbians' diverse needs. The Ministry is also dedicated to creating an organization and health system that reflect and respect the diversity of the communities we serve. Our values support this vision:

- Patient and consumer focus which respects the needs and diversity of all British Columbians;
- Equity of access and in the quality of services delivered by government;
- Access for all to required health services;
- Effectiveness of delivery and treatment leading to appropriate outcomes;
- Efficiency, providing the lowest cost consistent with quality services;
- Appropriateness, providing the right service at the right time in the right place; and
- Safety in the delivery of health services to minimize risks to the health and safety of British Columbians.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Providing equitable health services to British Columbians is a priority for the government. The Ministry of Health Services works with six health authorities to deliver and evaluate a full range of health services. Over the past three years, the Ministry and its partners have been redesigning the health system to ensure it meets the needs of diverse patients and remains sustainable in the long term. For the redesign, health authorities have been given the scope of responsibility to design services that meet the unique needs of the diverse populations they serve. To guide these efforts, the Ministry has identified five key objectives:

1. Providing care at the appropriate level, in the appropriate setting;
2. Providing tailored care for specific populations to better address their health care needs and improve their quality of life;
3. Keeping people as healthy as possible by preventing disease, illness and disability and slowing the progression of chronic illness;
4. Managing health care costs within the available budget; and
5. Providing equitable and timely access to services delivered directly by the Ministry.

The following programs support these key objectives and the delivery of health services in a culturally sensitive and appropriate way to British Columbia's multicultural communities.

- The Population Health and Wellness Division works to ensure the health system respects the needs of BC's specific populations, to improve health and wellness, and to reduce inequities in health. One example is improving the health status of Aboriginal peoples.
- The Aboriginal Health Branch applies an aboriginal lens to health legislation, policy and program development. They also support Health Authorities in planning and delivering culturally responsive services.
- The Nursing Directorate's vision respects diversity: "Nursing is a key health profession that mirrors the diverse population in BC and provides leadership in creating positive changes in health policy and delivery systems."
- Each health authority prepares Aboriginal Health plans to better serve their Aboriginal population.

Ministry of Health Services

HIGHLIGHTS OF INITIATIVES

- BC NurseLine provides toll-free health information and advice 24 hours every day, with translation services in over 130 languages and services available for those who are deaf or hearing impaired. Pharmacist services were added in June 2003 to answer medication related calls from 5 p.m. to 9 a.m. daily.
- BC's Vital Statistics Agency is committed to making its services and programs available to all British Columbians. The agency has produced a series of guides in Punjabi, Chinese and Vietnamese. These include: A Guide to Registering Your Child's Birth; A Guide to the Marriage Licence and Registration Form; A Guide to Applying for Birth, Death and Marriage Certificates.
- A BC First Nations Health Handbook has been produced as a companion to the BC HealthGuide Handbook. Over 45,950 copies have been distributed. The handbook provides information on unique health services for First Nations, as well as advice for health professionals serving First Nations' individuals and communities.
- The new Fair PharmaCare plan brochure is available in English, French, Chinese and Punjabi.
- BC HealthFiles, a series of fact sheets on public health and safety, are available in French, Spanish, Vietnamese, Punjabi and Chinese.
- Aboriginal Nursing Strategies are being developed to recruit, retain and support Aboriginal nursing in BC.
- The Return to Nursing Fund provides $3,500 each to non-practicing or foreign educated RNs/RPNs for courses to re-enter the nursing workforce. This includes funding for English language courses.

Ministry of Human Resources

MANDATE

The Ministry of Human Resources provides services that move people toward sustainable employment and assists individuals and families in need.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry continues to support staff activities which promote awareness of diversity and multiculturalism.
- The Ministry is committed to providing services that are culturally responsive.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry is committed to translating key information into a number of different languages for those clients applying for income assistance. Languages include: Chinese, French, Hindi, Persian, Polish, Punjabi, Russian, Spanish, Tagalog and Vietnamese.
- The Ministry offers a number of programs of specific interest to clients from other cultures.
- The English as a Second Language Training for Jobs Program is specifically tailored to clients for whom English is a second language. The program provides clients with practical language and job skills and the workplace experience they need to obtain sustainable employment.
- A component of the Ministry's Bridging Employment Program has been developed to assist women who, in addition to having suffered from violence and/or abuse, face additional barriers to employment due to language or culture (e.g., aboriginal clients or immigrants). The component, called "Special Bridging," helps these women move toward self-sufficiency through sustainable employment.
- A "Strategies for New Canadians" pilot program is under way in Burnaby to address the needs of immigrant clients and help local businesses understand the needs of these clients.
- All Ministry staff have access to an on-line reference tool containing information on other cultures and countries to assist in continuous learning.

HIGHLIGHTS OF INITIATIVES

- The Ministry participates in the Employment Access for Skilled Immigrants (EASI) Initiative, which is a system-wide approach to finding solutions to the enduring barriers that skilled immigrants face in gaining access to the British Columbia labour market.
- Employees throughout the province actively engaged in activities during Multiculturalism Week including local events with ethnic food dishes and dress and the sharing of heritage among staff.

Ministry of Management Services

MANDATE

The Ministry of Management Services provides a broad range of services to the public through Service BC, and to other ministries and the broader public sector through Solutions BC. The Ministry also plays a significant role in transforming service delivery to customers and clients. This report includes information from the BC Public Service Agency, which provides human resource services to ministries and other government organizations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- A cornerstone of the Ministry's strategic intent is to build a strong and capable organization. Increasing the diversity of our workforce allows us to reflect the communities we serve, as well as encourage new ways of thinking and operating. As a result, diversity goals and initiatives are incorporated in the Ministry's service plan.
- The values of the Ministry include treating all individuals with fairness, dignity and respect.
- The Ministry is committed to a work environment free from discrimination.
- The Ministry Executive encouraged participation of employees in Multiculturalism Week and other related activities.
- The Corporate Human Resource Plan promotes an effective people strategy that supports the public service in having a diverse workforce able to meet strategic and operational objectives.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry of Management Services' commitment to diversity, including multiculturalism, is reflected in policies that support a respectful workplace for employees, fairness, and equal opportunity in hiring and promotional practices, and partnerships with local community stakeholders.
- The Ministry ensures that policies and legislation are consistent with the principles and objectives of multiculturalism and continually strives to modify and improve ministry programs and services to ensure they are sensitive to the multicultural reality of the province.
- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising, and media relations.
- A revised corporate policy on recruitment and selection supports hiring based on the principle of merit, which includes the following principle: diversity is valued and respected, to ensure the public service reflects the population it serves.
- A new staffing review process allows staffing decisions to be reviewed by the Office of the Merit Commissioner if an employee believes that the staffing process has not been based on merit.

HIGHLIGHTS OF INITIATIVES

Training and Education

- Employees participated in various diversity related training activities including: Discoverability, Discrimination Prevention and Valuing and Welcoming Diversity. This training encouraged employees to build on their understanding and appreciation of cultural diversity and the elimination of racism.

Community Outreach

- Used in-house language/translation resources to assist in communicating with members of the public.
- Provided statistical reporting on diversity demographics to all government ministries.

Recruitment and Selection

- Preference was given to qualified candidates from under represented designated groups for auxiliary positions within the Ministry.
- Recruitment initiatives utilized competency-based hiring methods free from systemic bias resulted in the attraction of a more multicultural workforce better able to serve the diverse population of the province.

Ministry of Provincial Revenue

MANDATE

The Ministry of Provincial Revenue was established in June 2001 to provide fair, efficient and equitable revenue and debt collection that supports public services to meet the needs of British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Executive is committed to providing service to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the Ministry workforce to achieve this commitment.
- The Ministry is committed to ensuring that employees have information related to multiculturalism, employment equity, human rights and diversity. Work is under way to ensure information is included in an on-line employee orientation manual currently in development for Fall 2004. Some branches currently include a range of multicultural information in their branch employee orientation packages.
- The Ministry's employee Intranet includes links to the BC Government's on-line Employee Orientation Manual, including information on employment equity and human rights. There is also a link to the Merit Commissioner through the BC Public Service Agency web site.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Training and Education

- Ongoing delivery of various diversity-related training activities including: Culturally Responsive Service Delivery, Discrimination Prevention and Valuing and Welcoming Diversity.

Community Outreach

- Various branch employment competitions included advertising in ethnic publications and on ethnic radio stations in the lower mainland.
- The Ministry's new Customer Relationship Management Strategy acknowledges the wide cultural diversity of the Province. The Ministry now offers service to its clients in 35 languages provided by close to 50 Provincial Revenue employees, some of whom are fluent, both orally and in writing, in as many as three different languages. (see MPR Language Lists attached).
- Lists of employees who are available to provide service in languages other than English are posted on the Ministry's Employee Intranet. These lists are used regularly by MPR employees in branches who serve the public when the need for service in languages other than English arises.
- Ethnic language service is available to customers in communities outside of the major centres by employees with ethnic language skills in Surrey, Vancouver or Victoria, using either telephone or e-mail.
- While no statistics are kept on the cultural diversity of the Ministry, the number of different languages spoken by MPR employees is indicative of the cultural diversity of the Ministry workforce.
- Areas of the Ministry, where few employees are fluent in languages other than English, have established a cooperative relationship with the MOSAIC multicultural organization which provides volunteer translation services to MPR customers on request.

HIGHLIGHTS OF INITIATIVES

- Successful recruitment initiatives in 2002 -2003 resulted in a more multicultural workforce better able to serve the diverse population of the Province. Little recruitment activity took place in 2003/2004 due to a high retention rate for new hires from 2002-2003. The Ministry remains committed to following government hiring practices based on principles of fairness and merit.

Ministry of Public Safety and Solicitor General

MANDATE

The portfolio of the Ministry of Public Safety and Solicitor General includes law enforcement, corrections, crime prevention, victim services, liquor and gaming regulation, liquor distribution, consumer protection, and emergency response and recovery.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Public Safety and Solicitor General works continuously to update and improve Ministry programs to ensure they are delivered equitably and in a way which reflects multicultural sensitivity. The Ministry's Executive leads in the commitment to multiculturalism. Branch Heads ensure that legislation and policies developed, and programs delivered, by the Ministry are consistent with the principles and objectives of the Multiculturalism Act.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Executive Committee, chaired by the Deputy Solicitor General, is responsible for overall management of the Ministry, including multiculturalism issues. In addition, branch managers coordinate multiculturalism initiatives.

HIGHLIGHTS OF INITIATIVES

Policing and Community Services Branch, Victim Services and Community Programs Division

Diversity is a guiding principle in the design and delivery of Victim Services and Community Programs Division initiatives. All the Division's programs and services are expected to meet the needs of a linguistic and culturally diverse British Columbia. Additionally, where demographics warrant, the Division may fund Aboriginal or ethno-specific services.

2003/04 Initiatives:

- Core training for victim service workers now includes the module "Integrating Diversity and Difference into Victim Service Work".
- In partnership with the Indian Residential School Survivors Society, the Division supported the development of a resource manual and the delivery of sixteen regional workshops aimed at providing victim service workers with the knowledge and the skills to deliver culturally responsive services to Aboriginal peoples.
- A priority of the Assistant Deputy Ministers Committee on Prostitution and the Sexual Exploitation of Youth is to address the unique needs of Aboriginal youth. The Committee allocated more than $75,000 in 2003/04 to support 18 community-based projects aimed at preventing the sexual exploitation of aboriginal youth.
- Community Accountability Program funding supported restorative justice programs in nine aboriginal communities.
- The brochure Speaking of Abuse, Violence Against Aboriginal Women in Relationships was updated and distributed.
- New and revised publications are often translated into BC's most frequently spoken languages. An example includes the development of VictimLINK information materials in nine languages.
- The Division supports the BC Safe Schools and Communities Centre, a provincial resource centre that provides information and resources for schools and communities working to prevent racism, bullying, intimidation, harassment, violence and crime.
- Six of the 37 projects funded under the Safe Streets and Safe Schools Fund focused on meeting the needs of aboriginal or visible minority communities.
- The Division coordinated an International Student Safety Follow-up Forum to discuss strategies to increase the personal safety of international students in BC. An information pamphlet was developed and distributed.

Ministry of Public Safety and Solicitor General

Police Services Branch

- The Provincial Committee on Diversity and Policing has been operating for many years to enhance understanding, communications and participation between police and visible minorities in British Columbia, and to help develop strategies to increase visible minorities' representation in police services. The Committee is comprised of representatives from diverse communities, municipal police departments, Royal Canadian Mounted Police, Ministry of Public Safety and Solicitor General, Police Academy of the British Columbia Justice Institute, Canadian Armed Forces, Army Reserve, and Office of the Police Complaints Commission.
- The Provincial Committee on Diversity and Policing advises municipal police agencies, RCMP, and other law enforcement partners on the development and implementation of effective strategies and programs to recruit visible minorities. Over the years, the Committee has been instrumental in organizing conferences, forums and workshops on various topics related to multiculturalism and policing in an effort to develop and maintain an ongoing dialogue between police and diverse communities.
- The Committee meets every two months. Municipal police departments, RCMP and Canadian Armed Forces take turns hosting the meetings.

Gaming Policy and Enforcement Branch

- Eligible community organizations must use gaming funds, from either licensed gaming or gaming grants, to provide programs and services which significantly benefit local communities. Programs that support and promote multiculturalism are considered an eligible use of gaming funds.
- The Branch will not issue a license or a certificate of affiliation with a commercial bingo hall, or approve grant funding from the direct access program, to groups whose programs and service promote racial or ethnic superiority or religious intolerance.
- Resources such as videos and brochures, as well as prevention and awareness initiatives, have been designed to target aboriginal and multicultural communities.
- The toll free Help Line offers various language specific services as well as translations. Counselling services are available to serve a range of ethno-cultural populations.
- Eligible community organizations that support or promote multiculturalism can raise revenue to support their programs or services by applying to the Branch for a license to conduct a gaming event or they can apply for a government gaming grant. Government gaming grants are available through two programs administered by the Branch: the Direct Access program or the Bingo Hall Affiliation Program.

Compliance and Consumer Services Branch: Residential Tenancy Office

- Held speaking engagements with the United Chinese Community Enrichment Services Society and with Surrey Delta Immigrant Services Society.

Ministry of Skills Development & Labour

MANDATE

- The mandate of the Ministry of Skills Development and Labour includes creating an employment environment with dynamic workplaces that meet the needs of workers, employers and unions. The Ministry seeks to protect vulnerable workers and ensure British Columbians have the tools they need to foster working relationships in safe and healthy workplaces.
- In 2003/04 the Ministry of Skills Development and Labour continues its efforts to ensure that programs and services are sensitive and responsive to British Columbia's multicultural society

EXECUTIVE COMMITMENT

- The Ministry of Skills Development and Labour welcomes and values diversity in the workplace and ensures that individuals are treated with respect and dignity.
- The Ministry is committed to a work environment free from discrimination.
- The Ministry is committed to ensuring that the workplace continues to be accessible and is representative of the general workforce through fair and equitable hiring practices.
- The Ministry strives to deliver its programs and services in a manner that treats everyone fairly, equitably and with respect.
- The Ministry supports the appreciation and understanding of cultural diversity in BC workplaces

STRATEGIES

- A number of program areas within the Ministry and its agencies provide direct communication to the public. Several of these program areas routinely make information available in several languages.
- Ministry employees participate in multicultural training and development workshops including: Aboriginal Cultural Awareness, Culturally Responsive Service Delivery and Discrimination Prevention and Valuing Diversity.
- The Ministry works with a variety of stakeholders to ensure policy and program development reflects the diversity of the province.

HIGHLIGHTS OF INITIATIVES

- The Labour Relations Board, the Workers' Compensation Appeal Tribunal and the Employment Standards Tribunal provide and pay for interpreters at hearings for parties who have difficulty speaking or understanding English. Submissions are also translated as required and provided to all parties. Training in Cultural Awareness and Discrimination Prevention is provided to employees.
- The Employment Standards Branch has developed culturally sensitive services aimed at increasing understanding of and compliance with the Employment Standards Act. Many of these services are focussed on sectors such as agriculture and the garment industry that employ large numbers of immigrant workers. For example, the Branch provides information fact sheets on such things as hours of work, overtime and annual vacation entitlements, in seven languages. The Branch also recruits Punjabi-speaking Employment Standards Officers and co-ops, as well as maintains a list of Branch staff members fluent in a variety of languages such as German and Malay, to assist callers who may contact the Branch's 1-800 Information Line with enquiries.
- The Employers' Adviser Branch ensures each new adviser upon hiring is scheduled for diversity training within three months. The Workers' Adviser Branch focussed on three main areas this reporting year. Working with translation agencies to help ESL and non-English speaking injured workers access and understand Workers' Compensation Board decisions and appeal decisions affecting their livelihoods, producing plain language fact sheets and a worker's information kit to foster better understanding of rights and responsibilities by all cultures, and helping the system produce brochures to describe amendments to the Workers Compensation Act and translate into Punjabi and Chinese. These are also made available on their web site and because of that, other parts of the system were able to form links from other websites to broaden public access to the information.

Ministry of Small Business and Economic Development

MANDATE

The Ministry of Small Business and Economic Development is the primary provincial agency responsible for initiatives and programs dedicated to creating a strong provincial economy in British Columbia. Activities within the Ministry are focused on building a competitive business environment that gives the private sector the confidence to invest, generate opportunities and create jobs throughout British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry Executive supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Employment policies support a work environment free of discrimination, where employees and clients are treated with respect and dignity. The Ministry continues to support staff activities which promote awareness of diversity and multiculturalism.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Ministry endeavors to increase awareness of the New Era for British Columbia as "Open for Business" by:

- Marketing British Columbia to international markets as a destination of choice for entrepreneurial immigrants.
- Promoting and supporting incoming trade and investment missions by connecting appropriate British Columbia companies, technology and expertise.
- Organizing business investment and trade missions to priority markets.

HIGHLIGHTS OF INITIATIVES

Some highlights include:

- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication acitivities, including publications, advertising and media relations.
- A key part of the Ministry's mandate is to host incoming international trade and investment delegations and to plan outgoing trade and investment missions. As part of these initiatives, the Ministry works with all multicultural groups in British Columbia to ensure that incoming delegations recognize that one of our greatest competitive advantages is the cosmopolitan nature of our province. Outgoing trade and investment missions also highlight the cultural diversity of British Columbia and the economic opportunities that diversity generates.

Ministry of Transportation

MANDATE

- Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.
- In building and maintaining our highway system and by co-ordinating our provincial transportation network, the Ministry of Transportation and its partners promote economic development. The Ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of British Columbia's communities

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EXECUTIVE COMMITMENT TO MULTICULTURALISM

- During the fiscal year 2003/04, the Ministry of Transportation continued to provide services and programs in a manner that was sensitive and responsive to the multicultural reality of British Columbia.
- The Ministry continues to recognize the cultural diversity of our province and supports and promotes cross-cultural understanding. We remain committed to effective communication strategies that foster understanding and cooperation with our customers and staff, and are inclusive of all cultures in our society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.

HIGHLIGHTS OF INITIATIVES

- The Ministry considers the intent and spirit of multiculturalism in the development and implementation of all communication activities, including publications, advertising and media relations.
- Our objectives are to foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse workforce and customers. We continually invite community input and participation on ministry business and projects.
- The Ministry consults with the public at both the provincial and community level through various forums, including local news media and public meetings.

Ministry of Water, Land and Air Protection

MANDATE

- The Ministry's vision is a clean, healthy and naturally diverse environment that enriches people's lives, now and in the future.
- The Ministry provides leadership and support to British Columbians to help them limit the adverse effects of their individual and collective activities on the environment, while fostering economic development and providing recreational opportunities.
- The Ministry plays a leadership role in managing British Columbia's natural resources in an environmentally sustainable manner while enabling economic growth.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Ministry of Water, Land and Air Protection operates in the spirit of Multiculturalism. The ADM, Corporate Services Division is the Executive Sponsor for Multiculturalism and reports to the Executive Committee on equity and diversity issues and accomplishments.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Provided with executive summaries and reports of demographic information, each division in the Ministry is responsible for supporting multiculturalism and related initiatives. The goals and objectives of the Multiculturalism Act are considered in the development of ministry policy, legislation, regulations and intergovernmental activities.

Ministry employees have participated in various related training courses or workshops including Building Workplace Trust, Team Effectiveness, Listening, Hearing and Responding, and various Leadership workshops.

British Columbia Arts Council

MANDATE

The British Columbia Arts Council supports the arts and cultural community to enable it to achieve its creative, social and economic potential by providing financial assistance, policy, research, advocacy and public education

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Excerpt from Fundamental Beliefs (Service Plan 2004/05-2006/07):

- "The belief in diversity of artistic practice in all art forms."
- excerpt from Goals (Service Plan 2004/05-2006/07):
- "Goal 4. Increasing diversity in cultural traditions is recognized and supported and new art forms are encouraged"

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Excerpt from Goal 4 (Service Plan 2004/05-2006/07):

- **Goal 4 - Objectives**. 1) Diverse cultural traditions and artistic practises are available to the public; 2) Artistic excellence in all cultural traditions is recognized.
- **Goal 4 - Strategies:** Ensure that funding, program guidelines and adjudication processes: i) Provide for and encourage participation by artists of diverse cultural traditions; ii) Recognize excellence in different cultural traditions; and iii) Reflect evolving creative practices.
- **Goal 4 – Performance Measures:** 1) A summary of the range of cultural communities included in the adjudication process; 2) A summary of evolving creative practices; 3) A summary of initiatives undertaken by the Council to ensure program flexibility in recognizing cultural traditions.

HIGHLIGHTS OF INITIATIVES

In the management of Council's activities and programs, culturally-diverse communities and individual members are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as Multiculturalism BC, City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage, and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples Cultural Foundation facilitates the Aboriginal Arts Development Assistance Awards program which assists First Nations artists and organizations with their professional art making.

In 2003-04 support was awarded to artists and organizations including: Anusha Fernando (South Asian Dance); Rosario Ancer (Flamenco); Wen Wei Dance; Sliammon Cultural Program (Powell River); Osoyoos Community Arts Council (celebrating the diversity of the community); Richmond Gateway Theatre (Yan Tzeng Hsia's "The Butterfly Dream"); Katari Taiko Drum Group; Rice Paper (published by the Asian Canadian Writers' Workshop); and Uzume Taiko Drum Group.

B.C. Assessment

MANDATE

BC Assessment is a provincial Crown Corporation created in 1974 under the Assessment Authority Act. The mandate of BC Assessment is to establish and maintain an independent, uniform, and efficient real property assessment system throughout British Columbia in accordance with the Assessment Act. The Act requires that BC Assessment produce annual rolls with assessments at market value.

EXECUTIVE COMMITMENT TO MULTICULTURALISM:

BC Assessment's Executive Committee continues to support multiculturalism at the operational level and has given this responsibility to its Community Relations Division.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM:

BC Assessment supports the delivery of 1.7 million assessment notices to property owners in January of each year with public education and information. As part of this annual Community Relations Campaign, a policy is that key information (e.g. Assessment Notice Insert) is translated into as many as 12 languages and made available on BC Assessment's web site. BC Assessment staff are also available to assist property owners in the language of their choice for telephone inquiries.

HIGHLIGHTS OF INITIATIVES:

- BC Assessment's commitment to multiculturalism is promoted on an ongoing basis to staff and to the public annually as part of the Community Relations Campaign.
- Translations for select print and web communications will continue to be provided in high demand languages to serve our culturally-diverse communities. For example, in 2004 BC Assessment plans to translate some agriculture topic fact sheets to other languages.
- BC Assessment staff are able to respond to questions from the public in a variety of languages through an internal Language Skills Bank (volunteer program).
- BC Assessment staff are available, upon request, to make presentations to ethno-specific media, local government and community organizations to promote and publicize access to BC Assessment's programs, services, employment and business opportunities.
- In 2003-04, BC Assessment provided assessment rolls on a contract basis to 49 of the 51 First Nations that have authority to establish independent real property taxation systems.
- Community Relations purchases a supply of Multifaith calendars each year for distribution to BC Assessment staff to promote the wealth of beliefs and cultures of the people and communities we serve across British Columbia.

British Columbia Buildings Corporation

MANDATE

British Columbia Buildings Corporation (BCBC) serves as an agency of the government in providing land and buildings for accommodation of ministries of government, public bodies and agents, corporate or otherwise, of the government, by lease or license or any other arrangement for the use and occupation of the accommodation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCBC's Executive embraces diversity, of which multiculturalism is a key component, as a critical element of its corporate culture. It is integral to long-term organizational health and culture, and for strengthening employee, customer and partner relationships. As part of this commitment and ensuring a high profile for BCBC's multiculturalism initiatives, BCBC's Vice President, Corporate Services & CFO, is Executive Sponsor responsible for Multiculturalism.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- BCBC utilizes the Workplace Diversity Advisory Panel (WDAP), which acts as an advocate on diversity matters. The Corporation continues to be strongly committed to:
- Valuing Diversity – BCBC recognizes and utilizes the strengths and contribution of diversity, including diversity of thought, in enhancing its business success. To demonstrate this commitment, diversity is built into BCBC's core competency framework. This framework describes what is expected of all employees in terms of what they need and how they behave, in order to achieve optimal business performance.
- Avoiding Discrimination - BCBC does not tolerate discrimination. It is committed to ensuring fairness in its business processes and practices, including its service delivery to its customers in the various communities throughout the province. Direction and guidance for dealing with instances of workplace harassment is provided in BCBC's Preventing Workplace Harassment policy and associated guidelines.
- Promoting Employment Equity – BCBC eliminates corporate barriers to the employment of persons in designated equity groups, and implements employment policies/practices that have a goal of creating a workforce that is representative of the communities in which it does business. This is consistent with employers' responsibilities as set out in the Employment Equity Act. BCBC monitors its workforce demographics semi-annually.

HIGHLIGHTS OF INITIATIVES

BCBC's initiatives included hosting, in support of Multiculturalism Week 2004, a luncheon for more than 100 of its Head Office employees. The employees enjoyed East Indian cuisine and were entertained by Namibian Gumboot dancers. In past years, these activities occurred throughout the province; however, due to Multiculturalism Week occurring in the midst of significant activity associated with the outsourcing of BCBC's property management function (impacting approximately 350 employees), only the Thompson Okanagan Kootenay District was able to participate in a catered ethnic luncheon and a video presentation.

B.C. Games Society

MANDATE

The purpose of the BC Summer and BC Winter Games is:
"To provide an opportunity for the development of athletes, coaches and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement and community development."

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As described in our Society's Vision and Values statements posted at www.bcgames.org ...

- BC Games Society Board represents a model in leadership and governance
- Progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization
- Commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated.
- The organizational culture honours both the individual and the contribution of the team

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The BC Games Society Board of Directors consistently is comprised of members from across the province including the aboriginal community, persons with a disability and visible minorities.

Host Community Mayors and Council are instructed to recruit their Boards of Directors based upon these same principles.

Past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, Games Village entertainment and hospitality, and volunteer recruitment.

HIGHLIGHTS OF INITIATIVES

Through a Memorandum of Understanding with the Aboriginal Sport and Recreation Association (ASRA), the BC Games Society will:

- promote the BC Summer and BC Winter Games to the aboriginal community through direct mail of posters and rules books and mass media via Global Television
- provide opportunity for representation of the aboriginal sport community on the BC Games Society Board of Directors. Final appointment subject to the Minister's approval
- provide to ASRA, aboriginal participation figures as they relate to the Northern BC Winter, BC Winter and BC Summer Games
- include and encourage participation of local native bands with respect to positions on the Host Community Board of Directors and/or cultural aspects of the BC Winter and BC Summer Games
- maintain dialogue on future opportunities for the inclusion of aboriginal only participation in the BC Summer or BC Winter Games.

B.C. Housing Management Commission (B.C. Housing)

MANDATE

The mandate of the British Columbia Housing Management Commission (BC Housing) is to fulfill the government's commitment to the development, administration and management of subsidized housing. As an agency of the provincial government, BC Housing is committed to providing services in a manner that recognizes and respects diversity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing's Service Plan identifies a commitment to maintain a professional and committed workforce that reflects and responds to the diversity of the communities where we live and work.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In support of multiculturalism, BC Housing has the following policies and structures in place:

Multiculturalism Policy

The purpose of the Multiculturalism Policy is to ensure that BC Housing conducts all aspects of the delivery of services and programs within the purposes and policies of the Multiculturalism Act.

Respect for Diversity Policy

Respect for diversity is a guiding principle in BC Housing's Service Plan. A key priority is maintaining a workforce that reflects and responds to the diversity of the communities in which we live and work. BC Housing's Board of Commissioners adopted a Diversity Policy to reinforce the importance of the legislated requirements related to human rights, multiculturalism and employment equity.

Recruitment and Staff Training Policy

The Recruitment and Staff Training Policy is designed to ensure that BC Housing has enough people with the right skills to meet its short-term and long-term business objectives. This policy is central to maintaining a high performing organization – one that is responsive to and reflective of the diversity of our society. BC Housing's recruitment strategies include advertisements that invite all qualified individuals to apply in accordance with the principle of merit.

HIGHLIGHTS OF INITIATIVES FROM 2002/2003

- To supplement front line staff resources, BC Housing maintains a volunteer staff interpreter list, which includes 28 different languages;
- A Thai food luncheon and a celebration of aboriginal culture held at the Vancouver Aboriginal Friendship Centre, are two examples of events held to celebrate Multiculturalism Week;
- BC Housing participated in the 2003 Newcomer's Fair, to provide one-stop informational and educational service for new immigrants settling and adapting to their new home and surroundings;
- BC Housing has been in discussions with the Aboriginal Housing Management Association (AMHA) to transfer the administration of the BC Housing wholly provincial aboriginal housing. The transfer of the administration of the aboriginal housing is consistent with the goal of aboriginal social housing self-management;
- A partnership initiative with Lu'ma Native Housing Society was developed to share knowledge and resources in dealing with homelessness in the aboriginal population;
- The inclusion of a chapter on diversity in the Operations Guide of BC Housing's Housing Provider Kit.

B.C. Human Rights Tribunal

MANDATE

The Human Rights Tribunal is established under the Human Rights Code to accept, screen, mediate and adjudicate human rights complaints.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Tribunal's commitment to multiculturalism is established in the purposes of the Human Rights Code, which are as follows:

A. To foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;

B. To promote a climate of understanding and mutual respect where all are equal in dignity and rights;

C. To prevent discrimination prohibited by the Code;

D. To identify and eliminate persistent patterns of inequality associated with discrimination prohibited by this Code;

E. To provide a means of redress for those persons who are discriminated against contrary to this Code.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Human Rights Tribunal consists of eight full-time and one part-time tribunal member plus a Chairperson, all appointed by the Lieutenant Governor in Council. Members are assigned individually or as a panel to hear a complaint, determine if the complaint is justified, and if justified, order the appropriate remedy. If the complaint is not justified, it may be dismissed. The Tribunal also assists parties to reach a mediated settlement.

HIGHLIGHTS OF INITIATIVES

On March 31, 2003, government introduced a direct access model for resolving human rights complaints. This model has proven to be very successful. Under this process complainants can present their complaint directly to the Human Rights Tribunal for decision, without going through a prior investigation by the Human Rights Commission. The Tribunal offers the parties the opportunity to participate in a mediated resolution of their dispute both early in the process (before a response to the complaint is filed) and at any time thereafter. The Tribunal's caseload in its first year of operation are as follows:

April 1, 2003 - March 31, 2004:

a) New Cases received by direct access	1260
b) Cases closed (by hearing, settlement or dismissed/no jurisdiction)	600
Cases settled	254
c) Interim and Final Decisions rendered	307
d) Telephone Inquiries to Inquiry Officers	17, 961

March 31, 2004:

Open caseload	853

B.C. Hydro

MANDATE

As directed by the Hydro and Power Authority Act, BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from or sell power to a firm or person.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Hydro has a stated public commitment, defined in our mission "to provide integrated energy solutions to our customers in an environmentally and socially responsible manner by balancing British Columbians' energy needs with the concerns of the environment and communities in which it operates."

We balance our business across three bottom lines: environmental, social and economic. BC Hydro regularly reports to the public and our shareholder, the provincial government, on our performance in meeting our business goals and targets in these three areas.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Hydro uses the Global Reporting Initiative (GRI) Comparison index to assess our triple bottom line performance across 418 organizations from 43 countries, with BC Hydro being recognized as a leading sustainability reporter. Our social performance measures encompass customers, employees, First Nations, and the general public. They detail BC Hydro's labour practices, policies to protect human rights, product responsibility, and impacts on society at large. Other structures in place to support multiculturalism are a Diversity Consultation function within the Employee Relations Department of Corporate Human Resources; and on-going Corporate level support for the BC Hydro Employees Multicultural Society. A key Policy is the Employee and Workplace policy which articulates BC Hydro's commitment to a workplace which values diversity and is free of discrimination and harassment.

HIGHLIGHTS OF INITIATIVES

We provide corporate sponsorship and volunteer resources to numerous community events and organizations and a wide array of scholarships and community project funding. Through these sponsored projects, and through the BC Hydro Employees Multicultural Society, we promote anti-racism, diversity and multiculturalism in the community at large. We also hold special funding drives for projects developed by the Vancouver Multicultural Society, Burnaby Multicultural Society and the Association of Multicultural Services Society. We have been celebrating Multiculturalism Week at BC Hydro for the past 12 years and the weeks' events, promoting multiculturalism and diversity, engage both employees and the general public. Our province-wide activities are numerous and range from PowerSmart movie-making awards to elementary students, celebration of National Aboriginal Day, and being recognized by UNBC as a major donor for our Northern Advancement Program for First Nations students. As well as "mainstream" advertising, we also advertise and communicate in all major ethnic publications, in numerous languages, to ensure all our customers have access to our products and services, as well as providing direct customer translation service through our Customer Care Centre.

B.C. Lottery Corporation

MANDATE

BCLC reports to the Ministry of Public Safety and Solicitor General. As an agent of the Crown, the Province has designated the Corporation as the authority to conduct and manage lottery schemes within British Columbia.

Under current provincial gaming legislation, the Corporation has these responsibilities:

- Conduct, manage and operate lottery gaming, including the marketing of nationwide and regional lottery games in association with other provinces of Canada
- Conduct, manage and operate casino gaming
- Conduct, manage and operate electronic and commercial bingo gaming
- Manage the horse racing marketplace.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive Management Team, consisting of the President & CEO and seven Vice Presidents maintain a commitment to pursue a diversity and employment equity strategy, which fosters an appreciation for diversity in our workplace by attracting applicants from the four equity groups and reflecting the marketplace in which we conduct business. The principles of cultural awareness are stressed and promoted in our environment in everything we do; including, but not limited to, advertising, publications, hiring practices, training and development. Our guiding philosophy is that every employee be respected and receive fair treatment at all times.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Training to all staff on harassment awareness which explores the differences people bring to the workplace as a result of their cultural background and experiences and provides tools to respect and value those differences.
- Comprehensive corporate policy addressing harassment, demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin.
- Advertise employment opportunities in various cultural publications and market to key designated groups (persons with disabilities and Aboriginal people).

HIGHLIGHTS OF INITIATIVES

Initiatives related to multiculturalism and diversity during the past fiscal year include:

- Strategic sponsorships of many community events reaching a diverse population include:
- St. Eugene Mission Golf Resort Charity Tournament, Ktunaxa Kinbasket Foundation
- Canada Day Celebrations, (Vancouver, Kamloops, Langley and Surrey)
- 24th Annual Kamloopa Powwow
- Provided in-kind merchandise packages in support of:
- Kamloops Immigrant Services, Run Against Racism
- Comox Valley Dragon Boat Society, Hope Afloat Canada

British Columbia Pavilion Corporation (PavCo)

MANDATE

The British Columbia Pavilion Corporation (PavCo) is incorporated under the Company Act of British Columbia with a mandate to generate economic and community benefit for the people of British Columbia through the management of public tourism and cultural facilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness and integrity and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. On-going support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. Any advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equity when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Taiwanese, Chinese, Farsi, Nigerian, Mexican, South American, Filipino, Japanese and East Indian. Front-line staff at the Vancouver Convention & Exhibition Centre who speak other languages are provided with name badges displaying the languages they speak. This ser enhances the friendly and hospitable environment at the Centre and provides an opportunity for visitors, guests or clients to identify and take advantage of interpretative services.

The corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in five languages including English, French, Tagalog, Mandarin, Punjabi. Qualified counsellors are also available to assist in a variety of languages including English, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

As PavCo is experiencing significant reorganization, change and downsizing as a result of the Core Services Review, no new multiculturalism initiatives were undertaken in 2002/03.

British Columbia Securities Commission

MANDATE

The mission of the BC Securities Commission is to protect and promote the public interest by regulating trading in securities to ensure the securities market is fair and efficient and warrants public confidence and to foster a dynamic and competitive securities industry in British Columbia that provides investment opportunities and access to capital.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Securities Commission has Core Values and Attributes including

- We treat everyone with respect.
- We have agreements with other Securities Commissions. We participate with IOSCO, the International Organization of Securities Commissions, in bringing representatives from different cultures and economic systems to learn and work with our staff.
- We translate publications and multi-media presentations into Chinese to provide information to community based groups and fraud and inappropriate investing.

Through the North Shore Employment Services (NSES), we hired several employees with mental handicap. We also use the services of NSES for short term projects such as assembling information kits.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- We are an employment equity employer.
- All managers are provided with training on behavioural recruitment and non-discriminatory hiring policies.
- Our job evaluation plan consist of factors selected to meet pay equity requirements.
- Our HR Staff are trained on discrimination and harassment prevention, investigation and resolving harassment issues and on how to reduce interpersonal conflict among employees of all backgrounds.
- Our HR Policies includes Discrimination and Harassment prevention policy.
- We provide discrimination & harassment prevention training to all employees on an on-going basis.
- Twenty percent of our employees are from visible minorities.

HIGHLIGHTS OF INITIATIVES

- The BCSC has worked with the Vancouver ethnic radio station CHMB and the immigrant support group SUCCESS to host a series of Investigate Before You Invest two-hour seminars in Chinese on investment fraud. BCSC trains bilingual volunteer presenters to discuss with investors how they can protect themselves against fraud. Audiences are surveyed in Chinese to measure retention and the perception of value. Initiative, including media appearances, has reached several thousand investors.
- An $86,000 BCSC Education Fund initiative to assist two Fraser Valley pastors to warn 200 religious organizations about the dangers of con artists who prey upon groups that have ethnic or religious affinities. The program includes brochures and a video entitled Preying on Those Who Pray.
- The Social Committee has organized food days to promote and educate staff about other cultures.

B.C. Transit

MANDATE

BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive Management Team, consisting of the President & Chief Executive Officer and five divisional Vice-Presidents, is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors is committed to Equal Opportunity initiatives including multiculturalism.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Key policies in support of multiculturalism include:
- Human Rights: committed to upholding the principles enshrined in the BC Human Rights Code.
- Multiculturalism: consideration of the impact on the diverse community when designing new programs, services, policies, and methods of service delivery.
- Recruitment and Selection: committed to attracting and retaining a competent, committed, high performing workforce, and to the principles of equal opportunity.
- Code of Conduct: statement of expectations regarding respectful workplace interaction; peer volunteer facilitators trained to assist with resolution of differences.

HIGHLIGHTS OF INITIATIVES

- Incorporation of comprehensive Human Rights language into the BC Transit/Canadian Auto Workers 2004 – 2006 Collective Agreement.
- Pilot project implemented to provide regional transit information in multiple languages.
- Destination display material in Punjabi implemented in a regional transit system serving an Indo-Canadian population.
- Continued partnerships with First Nations communities to implement or expand transit services to facilitate access to employment and educational opportunities.
- Career promotional material completed, to reach a diverse audience at career fairs.
- Participation in the Motor Carrier Passenger Council of Canada Certification Task Force, committed to best practices in recruitment and orientation of bus operators and transit trades personnel.
- Continued participation in the American Public Transportation Association's Workforce Development Initiative Task Force, towards understanding and meeting future labour market challenges for the public transportation industry.

British Columbia Transmission Corporation

MANDATE

The British Columbia Transmission Corporation (BCTC) was established as a Crown Corporation under the Companies Act of BC effective April 1, 2003. On August 1, 2003 approximately 260 employees of BC Hydro's Transmission Line of Business were transferred to the company via Order-In-Council. BCTC is fully responsible for operating, maintaining, and planning BC's transmission system. BCTC is fully independent from BC Hydro.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- Fiscal 2004 was a year of transition for BCTC.
- One priority was to define the company's mission, vision and values and key operating principles. The Principles set the tone at the top and reflect the key values and standards of the corporation. Principles provide high level direction for specific areas of our business. Values identify the behaviours expected of our workforce.
- In support of multiculturalism, the Employee and Workplace Principle is one of six key operating Principles that form BCTC's governance framework. Our Values reflect our commitment to building trusting and sustaining relationships with our customers and stakeholders including Aboriginal Peoples.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Unlike other companies in a "start-up" position, BCTC is very fortunate to have access to BC Hydro's multiculturalism programs and policies and to have a workforce who has participated in multiculturalism-related training and education. BCTC's Employee and Workplace Principle embodies key multiculturalism concepts. It articulates expectations and commitments around workforce diversity and a respectful and healthy workplace. Key policies and procedures within the Employee and Workplace Principle include:

- Duty to Accommodate Policy and Workplace Accomodation Guidelines
- Workplace Harassment and Interpersonal Conflict/ Complaint Procedures
- Flexible Work Arrangement Procedures
- Employment Policy reinforces workforce diversity and employment equity princples. All internal job postings or external advertisements include specific wording emphazing BCTC's commitment to employment equity.

BCTC's Communications and Stakeholder Relations Department is developing its policies based on implementing open and transparent processes to collect information on the views, issues and concerns of Stakeholders and the Communities we serve while at the same time providing BCTC's business perspective.

HIGHLIGHTS OF INITIATIVES

- A review of the Respectful Workplace Policy was initiated including a review of existing Respectful Workplace Training.
- Corporate Donations policy is under development.
- A contractual relationship has been established with BC Hydro's Aboriginal Department to work on Transmission-related responsibilities associated with BC's Aboriginal peoples.

As a former Line of Business in BC Hydro, we have experienced first-hand the social and business benefits of multiculturalism. Some initial key steps have been taken to embed multiculturalism in BCTC's culture. Over the next fiscal year BCTC's Multiculturalism Program to be in a position to voluntarily report our progress for Fiscal 2005.

British Columbia Utilities Commission

MANDATE

The British Columbia Utilities Commission is a regulatory agency of the Provincial Government, operating under the Utilities Commission Act. The Commission is responsible for ensuring that customers receive safe, reliable and non-discriminatory energy services at fair rates from the energy utilities it regulates, that shareholders of these utilities are afforded a reasonable opportunity to earn a fair return on their invested capital, and that the competitive interests of B.C. businesses are not frustrated. It approves the construction of new facilities planned by utilities and their issuance of securities. The Commission's function is quasi-judicial and it has the power to make legally binding rulings.

The Commission has been self-funded since 1988. Its costs are recovered primarily through a levy on the public utilities, pipeline companies, and the Insurance Corporation of BC that it regulates.

The Provincial Government released a new Energy Policy, Energy for Our Future: A Plan for BC in November 2002. The Commission is now responsible for implementing many of the policy actions of the Plan. The Commission is also responsible for regulating the automobile insurance rates for mandatory insurance coverage offered by ICBC commencing in 2004.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The programs and services of the B.C. Utilities Commission are delivered in a manner that is sensitive and responsive to British Columbia's diverse multicultural society.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Commission distributes its information brochures to libraries across the province. The Commission develops specialty brochures about specific projects and regulatory initiatives, including brochures on participant funding and negotiated settlement processes. A Regulatory Agenda is issued quarterly to inform participants about regulatory matters before the Commission. Information is also conveyed to customers by way of Public Hearing Notices that appear in local newspapers. Internet users are invited to visit the Commission's web site (updated weekly) at www.bcuc.com.

HIGHLIGHTS OF INITIATIVES

- The Commission and staff remain responsive to the diverse nature of the customers of regulated energy utilities in the province.
- The Commission provides timely responses to utility customer complaints, including those with multicultural backgrounds.
- Our published brochures contain timely contact information to assist the public in their actions and responsibility with regulated energy utilities.
- B.C. Hydro contracts for AT&T language line service which assists in customer calls. Other regulated utilities have no formal service available, but have representatives that may assist with calls from customers who have difficulty communicating in English.

Columbia Power Corporation

MANDATE

Columbia Power Corporation (CPC) is a Crown corporation wholly owned and controlled by the Province of British Columbia. Its mission is to undertake commercially viable and environmentally sound power project investments as the agent of the Province on a joint venture basis with the Columbia Basin Trust. The objective of CPC in making power project investments is to support the employment, economic development and resource management objectives of the Province and the Columbia Basin Trust, within the constraints of a commercial corporation.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CPC believes that communities are effective partnerships between business, government, community services groups and individuals. Everyone has a responsibility to contribute to the well-being and advancement of communities in the area in which they live or conduct business. CPC provides sponsorship funding for numerous events and multi-cultural organizations in the communities of the Columbia Basin in keeping with its commitment to translate power project investments into benefits for local communities. Sponsorship funding was provided in the past year for community services, regional events and scholarships and bursaries in the Columbia Basin.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In determining which groups are eligible to receive sponsorship funding, CPC excludes organizations whose service is not available to all segments of the public without regard for race, creed, colour, religious preference or national origin.

CPC is committed to including and working with First Nations, visible minorities, disabled persons and females in non-traditional trades in developing and working on its power projects.

HIGHLIGHTS OF INITIATIVES

CPC sponsored the following multiculturalism initiatives during the 2003/2004 fiscal year:

1. Festa Italiana 2003 – CPC contributed $2,500 towards an Italian theme festival held in Trail.
2. Okanagan Nations Alliance – CPC contributed $2,000 towards a fisheries conference held in Penticton.

Combined Forces Special Enforcement Unit, British Columbia

MANDATE

To facilitate the disruption and suppression of organized crime which affects British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The mandate is inclusive of diversity but specifically directed at the creation of multiculturalism programming.

HIGHLIGHTS OF INITIATIVES

- The nature of our enforcement projects provides awareness of the diverse cultural nature of organized crime throughout the Province.
- Hiring practicies are inclusive of ethnic and racial groups.
- Routine diversity training for police.

Creston Valley Wildlife Management Area

MANDATE

The Creston Valley Wildlife Management Area is a 7,000 ha (17,000 acre) area of provincial Crown land that has been set aside and reserved under the Creston Valley Wildlife Act for the purpose of "wildlife conservation, management and development, and in particular as a waterfowl management area".

EXECUTIVE COMMITMENT TO MULTICULTURALISM

We are a small organization (registered charity) with extremely limited resources. As of this year, we have no full time staff but do have long term staff in existing positions. Should vacancies occur we would welcome the opportunity to hire qualified individuals from any cultural group.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Although not directly a part of the Ministry of Water, Land and Air Protection, the Creston Valley Wildlife Management Area strives to mirror the policies followed by the Ministry. This includes barrier free hiring procedures and welcoming and incorporating the views of all users of the WMA.

HIGHLIGHTS OF INITIATIVES

Minimal at present. Our Volunteer component is able to provide service in French and German. We consult on a regular basis with the Lower Kootenay Band who are part of the Ktunaxa Kinbasket First Nation and who are our neighbours.

First Peoples' Heritage, Language & Culture Council

MANDATE

The FPHLCC Mandate, as laid out in the FPHLC Act, is to:

- preserve, restore and enhance First Nations heritage, language and culture,
- increase understanding and sharing of knowledge, within both the First Nations and non-First Nations communities, and
- heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians

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EXECUTIVE COMMITMENT TO MULTICULTURALISM

- FPHLCC is committed to the revitalization of BC Indigenous languages, arts and cultures to ensure there is a legacy for all future generations to enjoy.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- The Advisory Committee is representative of the diverse Aboriginal cultures within BC. There are 198 First Nation communities and 32 languages in BC and all are given equal opportunity to access funding and resources developed by FPHLCC.
- FPHLCC is committed to creating value and awareness of BC's Indigenous cultures for all BC citizens.

HIGHLIGHTS OF INITIATIVES

- Vancouver Opera Project – the FPHLCC and Vancouver Opera company are cooperating on a First Nations infused production of the Magic Flute.
- FPHLCC supported the creation of FirstVoices, a web based Indigenous archiving tool that shares BC First Nations languages over the internet.
- During 2003-2004, FPHLCC funded 88 projects supporting BC Aboriginal arts and language revitalization.

Homeowner Protection Office

MANDATE

- Increase consumer protection for home buyers
- Help bring about an improvement in the quality of residential construction

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EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Homeowner Protection Office (HPO) executive is committed to supporting the multiculturalism of staff and stakeholders.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- Ensure that staff is treated fairly and professionally regardless of cultural background.
- Ensure that HPO programs and services can be communicated to stakeholders representing various cultures.
- Manager of Communications has a Master's Degree in International Business. Education included specific training in multicultural management.

HIGHLIGHTS OF INITIATIVES

- Corporate policy manual provides guidelines of workplace behaviour to ensure respect of cultural diversity.
- All employment ads clearly state: "The HPO is committed to employment equity. We encourage applications from qualified women and men, including aboriginal peoples, persons with disabilities and visible minorities."
- Some key collateral materials are available in languages other than English.
- Some key information on the HPO Web site is available in Chinese.
- HPO staff can provide service to stakeholders in: English, Punjabi, Mandarin and Cantonese.
- The HPO subscribes to an interpretation service which allows our staff to communicate with stakeholders in virtually any language in the world via telephone.

Insurance Corporation of British Columbia (ICBC)

MANDATE

ICBC provides universal basic auto insurance to B.C. motorists. ICBC also competes for the optional insurance business. As part of its mandate, ICBC provides driver licensing and vehicle licensing and registration services on behalf of the province. ICBC invests in loss management and road safety programs to promote a safer driving environment throughout B.C.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include policies on multiculturalism, employment equity, harassment-free workplace and combating racism.

A Diversity Focal Point Committee, sponsored by the executive and comprised of line managers and the Workplace Diversity Coordinator, plan and implement initiatives in support of multiculturalism.

HIGHLIGHTS OF INITIATIVES

- Communications in the form of brochures, posters and advertisements are produced in high demand languages.
- Presentations are made to new immigrants to provide information on purchasing insurance in B.C. and obtaining a B.C. Driver's License
- Multilingual staff are available to provide customers with translation services. In addition, the licensing knowledge test can be taken in many different languages.
- ICBC employees work with multicultural groups and community organizations throughout the province to promote road safety and loss prevention.
- In-house displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.
- Multiculturalism Week featured many activities for employees to get involved in. These included potluck lunches, recipe exchanges, a multiculturalism themed poster contest and special days for dressing in traditional cultural attire. In addition, cafeteria menus featured international cuisine.
- Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

Industry Training Authority

MANDATE

The mandate of the Industry Training Authority is established under the Industry Training Authority Act. This mandate includes the following powers and responsibilities as set out in the Act.

- Designate training programs as recognized programs;
- Recommend accredited programs to the minister;
- Develop standards for recognized and accredited programs;
- Determine eligibility for participation in programs;
- Develop examination and assessment standards;
- Develop criteria to award credentials;
- Authorize trainers and training institutions to award credentials; and
- Fund training and set standards for trainers funded by the authority.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The Industry Training Authority is a new authority and only recently became operational (April 1st 2004).
- One of the ITA's initial tasks is to develop a policy framework in respect to Industry Trainers. One aspect that will be addressed in the policies is accessibility to Industry Trainers including identified groups such as aboriginal learners and women in trade.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are yet to be developed.

HIGHLIGHTS OF INITIATIVES

The ITA recently approved a new credential called "Residential Construction Framing Technician". Of the first six prototype programs, four are aboriginal groups totaling 60 aboriginal learners.

Land and Water British Columbia Inc.

MANDATE

To contribute to the economic growth of the Province by targeting economic development and revenue generation from the public land base through investment partnerships.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Executive of LWBC is committed to forming partnerships with a broad spectrum of external clients, including an emphasis on/with First Nations, and to provide a high quality work environment that incorporates all cultures for staff.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Corporation supports and adheres to all public regulations and best practices relating to recognition and encouraging multiculturalism. Given our common interest in land issue with First Nations, LWBC works to support awareness and respect for cultural diversity and is respectful of aboriginal issues as well as those of other cultures. Specifically LWBC has Officers and a Unit specifically designated to work with First Nations groups on issues.

HIGHLIGHTS OF INITIATIVES

Our most focussed initiative has been through the recruitment, development and promotion of staff (to Executive) from within our Aboriginal Affairs Unit who are able to raise the profile of the multicultural issues through participation on our Executive.

Legal Services Society

MANDATE

Under section 9 (1) of the Legal Services Society Act the LSS mandate is to (a) help low income individuals resolve their legal problems and to facilitate access to justice for them, (b) establish and administer an effective and efficient system for providing legal aid to low income people in British Columbia, and (c) provide advice to the Attorney General about legal aid.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS policy is to deliver legal services to the people of BC in an environment where cultural diversity is respected and all individuals are treated fairly, and with dignity. LSS ensures that staff behaviour towards each other, clients/applicants, and other agencies is free from racism and discrimination in all its forms. – from LSS Guiding Principles: Cultural Competence.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

LSS Administrative Policies and Procedures - Guiding Principles, which include Cultural Competence (see above), Cultural Competence and Aboriginal People Code of Ethics, and Employment Equity policies.

The society ensures its services are accessible to all communities by funding interpreter and translator services for clients who need them to work with their legal aid lawyers, providing LSS Call Centre or LawLINE clients who have limited or no English with immediate access to a telephone interpreter (via three-way conference calls), producing public legal education and information materials in a variety of languages, requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

Some publications are produced in languages other than English when a need for translated versions is identified. The society offers publications in Chinese, Farsi/Dari, French, Japanese, Korean, Punjabi, Russian, Spanish, and Vietnamese.

HIGHLIGHTS OF INITIATIVES

Aboriginal needs assessment

LSS has initiated an Aboriginal needs assessment that involves developing a clear statement of the society's mandate and capacity to provide services addressing the range of legal issues that affect Aboriginal communities; and contacts with Aboriginal communities. Next year, LSS will consult with community representatives to establish a basis for providing effective services to the First Nations of BC.

Telephone interpreter service

In March 2004, LSS introduced telephone interpreter services to help callers to the LSS Call Centre or LawLINE who have limited or no English and cannot come to an office. LSS will evaluate the service as part of the enhanced LawLINE project.

Publications in translation: 10 publications (fact sheets, brochures, pamphlets) and a video produced.

Community outreach and development

One LSS fieldworker spends 50% of his time on multicultural project development and liaison; LSS advocacy training conferences held around the province include multicultural issues.

Liquor Distribution Branch

MANDATE

The Liquor Distribution Branch, in fiscal 2003/2004, received a renewed mandate as the principle retailer and wholesaler in a mixed model of private and public sector management of the beverage alcohol retail network in British Columbia. With 220 stores and over 800,000 customer contacts weekly, the LDB is in a unique position to provide customer service linking our multicultural community.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Liquor Distribution Branch executive and management is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. The Merchandising Department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the Executive Director of Human Resources and Executive Director of Retail Services, but is embedded in all areas of Human Resources and Retail, from new employee hiring, outreach, and management training programmes, to retail initiatives.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

As a result of the Core Services review of the LDB in the previous fiscal year, the LDB was focused on core operational issues as it planned for downsizing, rather than on developing new initiatives. Responsibility for equity, diversity and multiculturalism is shared between the Executive Director of Human Resources and the Executive Director of Retail Services, both of whom are members of the LDB Executive Committee. Outreach recruitment strategies have been incorporated into hiring processes for the stores, the distribution centres and the LDB's corporate head office. Multiculturalism awareness training in the Branch has been strategically shifted from dedicated stand alone programs and is now woven into the fabric of programmes ranging from new employee orientation to management development.

HIGHLIGHTS OF INITIATIVES

The Liquor Distribution Branch is in a unique position, as a retailer within Government, to provide information to our public, the people of British Columbia, on the many opportunities to enhance our experience of other cultures through the pairing of beverage alcohol with food.

In fiscal 2003-04, the LDB continued with several popular programmes that engage our customers in the food and beverage experience.

Spice Up Your Life

Spice up your Life is a successful food and wine pairing programme featuring recipes with a cultural flair that use exotic or traditional spices. Our in-house food specialists and product experts provide wine recommendations to compliment the different cultural dishes featured and the accompanying collectible recipe cards. There were two Spice up Your Life promotions during fiscal 2003-2004.

Instore And Web site Promotions

The LDB supports the awareness of different cultural events, through signage and displays in our stores. For Chinese New Year, there were displays in 25 of the top stores. It was also a large feature on our web site. The LDB web site was also used to promote other celebrations such as Passover (Kosher wines).

In Spring 2003, Icewine signs translated into Cantonese/ Mandarin were distributed to stores in Richmond, Vancouver and Whistler.

Matters Of Taste Magazine

The LDB's popular complimentary magazine, Matter of Taste, regularly features individuals, food and beverages from the multicultural mosaic of British Columbia. This fiscal year saw feature restaurants with new approaches to food & beverage pairing with foods from India, Italy, and Japan.

Oil and Gas Commission

MANDATE

The mandate of the Oil and Gas Commission is to:

(a) regulate oil and gas activities and pipelines in British Columbia in a manner that

(i) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being,

(ii) conserves oil and gas resources in British Columbia,

(iii) ensures safe and efficient practices, and

(iv) assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas,

(b) provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects,

(c) encourage the participation of First Nations and aboriginal peoples in processes affecting them,

(d) participate in planning processes, and

(e) undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Commission supports government-wide multiculturalism policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The Commission's workforce is increasingly diverse, and the benefits for the wider range of experience, knowledge and skills among its employees.

Our vision is to be the innovative regulatory leader, respected by stakeholders, First Nations and Clients.

Regulating oil and gas activity

- through fair, consistent, responsible and transparent stakeholder engagement;
- for the benefit of British Columbians; and
- by balancing environmental; economic, and social outcomes.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The Commission will be developing performance indicators in our service plan in support of multiculturalism.

HIGHLIGHTS OF INITIATIVES

- The Commission actively carries out outreach recruitment to First Nation Communities, local communities and educational institutions. We have ten aboriginal employees in a 140 organization.
- The Commission participates in First Nation Communities activities; Doig Days, Sweat Camp, Beaver School, Petitot Gathering, secondments to the Communities and Wellness Conference.
- The Commission works closely with First Nations in their communities, and the First Nations people learning the duties of the commission by coming into our offices.

Provincial Capital Commission

MANDATE

The Provincial Capital Commission is dedicated to connecting and celebrating the Capital with every British Columbian through the creation and delivery of outreach programs and the formation of strategic alliances that advance this mandate. As the Crown Corporation entrusted by the citizens of the province to preserve many of Victoria's assets of historical and cultural significance, the Commission is committed to maintaining and enhancing those assets for the present and future benefit of all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A fundamental consideration underpinning the mission of the new Provincial Capital Commission is for a Capital that reflects the history and cultures of the Province. The Commission operates with respect to values and guiding principles that include; acting with integrity by operating with openness, fairness and transparency; being respectful, inclusive and accessible as well as recognizing and supporting the diversity of British Columbia's cultures, landscapes and history.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Following are the key elements associated with the support of multiculturalism:

- Provision for appointment to the Board of Directors of a member representing the First Nations.
- Commitment to reviewing appropriate policies and programs to ensure that multicultural aspects of the province are taken into consideration.
- Ensuring that in the building and sustaining of strategic alliances and partnerships the Commission looks to organizations that may contribute multicultural richness to programs and services.
- In the area of human resource management the Commission is an equal opportunity employer that considered the importance of reflecting diversity among employees.

Rapid Transit Project 2000 Ltd

MANDATE

Rapid Transit Project 2000 Ltd. is a provincially held limited company incorporated in August 1998 under the former BC Company Act. RTP 2000's mandate is to:

- Design and construct the Millennium Line;
- Implement the terms of the Memorandum of Understanding between Bombardier and the Province;
- Participate in cost sharing negotiations between the Province and TransLink; and
- Undertake studies to determine the feasibility, acceptability, cost, implementation options, and financing strategies for lines to Vancouver West and Port Moody-Coquitlam.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

RTP 2000 is commited to the values set out in the Multiculturalism Act (1993). RTP 2000 recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- RTP 2000 is committed to employment equity and fosters a workforce that is representative of the entire community.
- RTP 2000 ensures that its public consultation is accessible to all members of the community.

HIGHLIGHTS OF INITIATIVES

- Since 1998, RTP 2000 has maintained an equitable workforce that is inclusive of multicultural, disabled and female representatives. Over half of RTP 2000's current employees represent women and visible minorities.
- RTP 2000 carried out a comprehensive First Nations consultation and provided over $7 million worth of contracting opportunities for local First Nations contractors and many jobs for First Nations workers. RTP 2000 and the First Nations involved in the SkyTrain Millennium Line project commissioned three bronze Whorls that illustrate the involvement of First Nations people. The Whorls, designed by three Coast Salish artists, are showcased at various points along the alignment.

Royal British Columbia Museum

MANDATE

- To secure, receive and preserve specimens, artifacts and archival and other materials that illustrate the natural or human history of British Columbia;
- To hold and manage the archives of the government;
- To increase and communicate knowledge of the natural and human history of British Columbia by research, exhibits, publications and other means;
- To serve as an educational organization;
- To develop exhibits that are of interest to the public;
- To manage, conserve and provide access to the collection;
- On the request of the government, to manage cultural and heritage facilities designated by the government
- To perform functions usually performed by a museum and archives.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

- The RBCM strives to explain the material culture history of the province of BC and is the only institution in BC that assumes this role.
- Where possible continue to commit to diversity in the workplace through hiring practices for front line customer service staff and co-op students.
- Provide front line staff and co-op students with training (ie Culturally Responsive Service Delivery)
- Commit to providing staff with information on multiculturalism through pamphlets and training courses.
- The Museum will present controversial issues in an objective way, and will be perceived by the community as a place that presents balanced views.
- The Cultural Precinct will be a centre of activity for tourists, school children, First Nations and cultural groups and scholars.
- The museum will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The museum's First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for BC's human history and a vital element of BC's culture.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The museum culture supports diversity through its delivery of programs and daily activities.

HIGHLIGHTS OF INITIATIVES

- Sponsor for annual First People's Festival (August).
- Virtual Museum of Canada. - The texts and images for the First Nations sections of this web site were provided by: Champagne and Aishihik First Nations, Doig River First Nation, Ridington/Dane-zaa Digital Archive, Heiltsuk Cultural Education Centre Lower Kootenay Indian Band Mowachaht-Muchalaht First Nations Nk'Mip Desert and Heritage Centre and Victoria Native Friendship Centre.
- Initial discussions were held regarding a custodial agreement with the Nisga'a and the collection of Nisga'a artifacts held by the Royal B C Museum. Discussions have been initiated with and by the Provincial Treaty Office and comprise a number of First Nations Treaty groups: including the Snuneymuxw, the Sliammon, the Tsawwassen, the Lheidli T'enneh the Maa-nulth, and the Winalagalis.
- History- 31 acquisitions approved including the trunk of an itinerant Chinese worker from the 1920s-1940s with a complete grouping of work clothing from that time period.
- Curator Grant Keddie authored Songhees Pictorial book to good reviews and public interest.

Royal British Columbia Museum

- Conference presentations by Dr. Martha Black on Sharing our Collections with First Nations at the Native American Arts Studies Association Conference; Dan Savard on Cine Film and First Nations (1910-1920) at the Association of Moving Image Archivists Conference.
- The Experts in the Gallery program included organized events with groups such as Coast Salish Days.
- School Programs offer "A Day's Journey" which takes Grade 4 students through a day in the life of a First Nations child in history. Provided throughout the school year.
- Dragon Bones: When Dinosaurs Ruled China – museum staff consulted with Chinese community and hired a Chinese-Canadian co-op student.
- Provide ongoing support for Mungo Martin House, including celebrating the 50th Anniversary of Wa'Waditla House with Chief Peter Knox , his family, and special guests from the aboriginal community.
- Echoes of Ancestry program runs each year from May to September in partnership with the Victoria Native Friendship Centre. Carvers from the Kwakwaka'wakw and Coast Salish Nations are in the Carving Studio and there are guest interpreters each week.
- Living Landscapes Program: a continuing program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in BC from the perspective of the people who live there.
- Experts in the Gallery Program: provided an opportunity for a First Nations employee to present her culture to visitors to the Museum. Continues to be a growth position.
- Provide access to 3,523 original aboriginal audio tapes that document the languages and stories of British Columbia First Nations.
- The Museum has approximately 500 volunteers who reflect the diversity of the community.
- Journee de Francophonie – supporting the French Canadian history of BC.
- Heritage Weekend in May 2004.
- Conference/meeting of hereditary chiefs sponsored by the Corporation in 2004.
- Genome Conference, and Conference of Environmental Naturalists, both sponsored events which reflect cultural, business, and environmental diversity of the province.

Tourism British Columbia

MANDATE

Under the Tourism British Columbia Act, the corporation is responsible for:

- Marketing British Columbia as a tourism destination
- Providing information services for tourists
- Encouraging enhancement of standards of tourist accommodation, facilities, services and amenities
- Enhancing professionalism in the tourism industry
- Encouraging and facilitating the creation of jobs in the tourism industry
- Collecting, evaluating and disseminating information on tourism markets, trends, employment, programs and activities and on availability and suitability of infrastructure and of services that support tourism activities
- Generating additional funding for tourism programs

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Tourism British Columbia's commitment to multiculturalism is reflected best in the strong support for corporate values that have been identified by staff throughout the organization. These are: Integrity – what we bring as individuals; Enthusiasm – what we portray; Teamwork – how we work together; and Progressive – what we strive for. Tourism BC was named one of British Columbia's top employers in a Watson Wyatt Management Consultants survey conducted on behalf of BC Business Magazine in 2003, and staff have indicated a desire to seek this recognition again. This honour recognizes companies that have demonstrated superior management practices and that, according to their employees, have created an exceptional work environment.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a principle at Tourism BC. The organization adheres to and supports the Human Rights Acts of British Columbia and Canada which protect individuals from harassment and other forms of discrimination on the basis of race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age and conviction for a criminal or summary conviction offence that is unrelated to employment.

HIGHLIGHTS OF INITIATIVES

- Tourism BC continues to support aboriginal tourism marketing efforts as the organizations commitment to the official accord with the Aboriginal Tourism Association of BC (ATBC) that was signed in 1998. In addition, Tourism BC has identified aboriginal tourism as a key element of the overall tourism strategy associated with hosting the 2010 Olympic and Paralympic Games.
- Tourism British Columbia maintains offices in Australia, Germany, Japan, Taiwan and the United Kingdom.
- A German language Vacation Planner is published annually.
- Newsletters featuring timely British Columbia tourism topics, hot news and activity reports are produced for Taiwan and Japan.

Vancouver Convention Centre Expansion Project Ltd.

MANDATE

Vancouver Convention Centre Expansion Project Ltd. (VCCEP) is a provincially held limited company incorporated under the BC Company Act on February 13, 2003.
VCCEP's mandate is to design, construct and commission an expansion to the existing Vancouver Convention and Exhibition Centre including:
Construction of new facilities on the Burrard Landing Site, west of Canada Place;
Renovation of existing leased facilities within Canada Place; and
Linking of the two sites to form an integrated convention and exhibition centre.
Completion of the projects is scheduled for 2008.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

VCCEP is commited to the values set out in the Multiculturalism Act (1993). VCCEP recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

- VCCEP is committed to employment equity and fosters a workforce that is representative of the entire community.
- VCCEP ensures that its public consultation is accessible to all members of the community.

HIGHLIGHTS OF INITIATIVES

- VCCEP obtained shareholder approval of its Project Development Plan (PIP) in June 2004. The PIP outlines VCCEP's policies regarding multiculturalism.
- VCCEP carried out a comprehensive First Nations consultation with the several Lower Mainland First Nations whose traditional territories encompass the Burrard Landing site of the expanded convention facility.

BRITISH COLUMBIA

www.gov.bc.ca